



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Application of: **Baggenstoss et al.**Serial No.: **10/733,457**Filing Date: **December 11, 2003**Title: **Managing the Rate of Delivering
Performance Interventions in a
Contact Center**Art Unit: **2614**Examiner: **Al Aubaidi, Rasha S**Confirmation No.: **8796**Docket No.: **07117.105016****TRANSMITTAL**

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

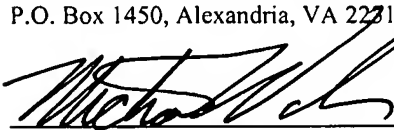
Transmitted herewith are papers in the above-identified application.

- ☒ Amendment and Response.
☒ Applicant(s) claim small entity status. See 37 C.F.R. § 1.27.
☒ One-mth. extension of time.
☒ The additional fee is calculated as shown below:

					SMALL ENTITY		LARGE ENTITY	
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDIT. FEE	RATE	ADDIT. FEE
TOTAL	47	MINUS	37=	10	x25	\$250	x50	\$
INDEP.	8	MINUS	6=	2	x100	\$200	x200	\$
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIMS					+180	\$	+360	\$
					TOTAL			
					ADDITIONAL FEE		\$	
					\$450			

- ☒ Form PTO-2038 is enclosed, authorizing the charge of \$510 (\$60 for extension of time; \$450 for additional claims).
☒ The Commissioner is hereby authorized to charge the additional claims fee and any additional fees required under 37 C.F.R. § 1.16, or to credit any overpayment, to Deposit Account No. 11-0980.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on May 11, 2007.


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By: 
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